

1 QUINN EMANUEL URQUHART & SULLIVAN, LLP

Shon Morgan (Bar No. 187736)

2 shonmorgan@quinnemanuel.com

865 South Figueroa Street, 10<sup>th</sup> Floor

3 Los Angeles, California 90017-2543

Telephone: (213) 443-3000

4 Facsimile: (213) 443-3100

Christine W. Chen (Bar No. 327581)

5 christinechen@quinnemanuel.com

50 California Street, 22<sup>nd</sup> Floor

6 San Francisco, California 94111-4788

Telephone: (415) 875-6600

7 Facsimile: (415) 875-6700

8 *Attorneys for Defendants*

9  
10 **UNITED STATES DISTRICT COURT**  
11 **CENTRAL DISTRICT OF CALIFORNIA**  
12

13 *In re: Hyundai and Kia Engine*  
14 *Litigation II*

Case No. 8:18-cv-02223-JLS-JDE

Hon. Josephine L. Staton

16 **DECLARATION OF ELIZABETH**  
17 **FERNANDEZ IN SUPPORT OF**  
18 **HYUNDAI'S SUBMISSION**  
19 **REGARDING SETTLEMENT**  
20 **SELF-ADMINISTRATION**  
21  
22  
23  
24  
25  
26  
27  
28

1 I, Elizabeth Fernandez, declare as follows:

2 1. I have been employed by Hyundai Motor America since July 2022 and  
3 my current title is Manager, Settlement Communications and Legal Compliance. If  
4 I were called as a witness, I could and would testify competently to the information  
5 contained here.

6 2. Hyundai will prioritize the identification of Class Vehicles to ensure  
7 notices are properly sent to eligible Class Members. Hyundai will identify Class  
8 Vehicle VINs through its internal records and provide that information to a third-  
9 party entity, such as S&P Global, to verify Class Member names and current  
10 addresses against Department of Motor Vehicle registration information. Before  
11 mailing notice letters, Hyundai will obtain updated information for Class Members  
12 by using the U.S. Postal Service's National Change of Address database. Hyundai  
13 will then send the Court-approved notices by U.S. mail with the help of a third  
14 party, such as Leafa Printing Plus, and by electronic mail to Class Members for  
15 whom Hyundai has an email address on file.

16 3. Hyundai retains customer contact information, including mailing  
17 addresses and electronic mail addresses. Specifically, Hyundai maintains address  
18 information for all original owners and lessees who purchased or leased their  
19 vehicles from authorized Hyundai dealerships. Hyundai also updates its customers'  
20 contact information whenever it is contacted by owners or lessees about their  
21 vehicles or receives updated information through its marketing channels.

22 4. If a notice sent by U.S. mail is returned as undeliverable, Hyundai will  
23 conduct an advanced address search across its customer records described above in  
24 Paragraph 3 to identify an alternative, deliverable address.

25 5. Along with notices, Hyundai will also distribute pamphlets via U.S.  
26 mail and electronic mail to Class Members and to Hyundai's authorized dealerships.  
27 The pamphlets will contain information about the Knock Sensor Detection System  
28 ("KSDS") software upgrade and the 15-year/150,000-Mile Limited Warranty.

1 Hyundai will instruct its dealerships to distribute the pamphlet to any person who  
2 presents a Class Vehicle for maintenance and to provide them with helpful  
3 information about Hyundai's product improvement campaigns, such as Hyundai's  
4 KSDS Installation Campaign.

5         6. For each claim received, a vendor, Sedgwick Claims Management  
6 Services, Inc., performs an initial review of all claims. Hyundai understands that  
7 Sedgwick has extensive experience in administering complex and large class  
8 actions for automobile companies that involve millions of phone calls and tens of  
9 millions of claims submissions. Hyundai is also aware that Sedgwick's multi-  
10 lingual claims processing team will be fully utilized and devoted for this settlement  
11 administration.

12         7. Sedgwick will ensure that all requested documents are saved and  
13 confirm essential information such as VIN, mileage, relevant dates, repair orders,  
14 and the amount(s) claimed. If the claim is straightforward and all supporting  
15 documents are included in the claim, Sedgwick will approve the claim. Hyundai  
16 understands that Sedgwick will initially commit approximately 50-100 employees to  
17 this process and, depending on claims volume, will adjust accordingly.

18         8. Hyundai's consumer assistance department will review a claim if there  
19 is uncertainty about whether a claim should be approved or denied, including  
20 situations in which an independent repair facility does not clearly document a repair,  
21 there are missing repair orders, or a claimant claims to be entitled to remedies  
22 beyond those offered in the settlement.

23         9. If there continues to be uncertainty about whether a claim should be  
24 approved or denied or if a claimant indicates that they would like to appeal a claim,  
25 Hyundai's legal department will also review. Hyundai may also conduct an  
26 additional review for all claims, approved and denied, above a certain minimum  
27 dollar threshold once an initial determination has been made for all claims.

28

